

Village of Carol Stream On-Line Water Bill Payments Instructions for Linking Your Green-Pay Account to Your Water Account

STEP 1: From the Village website, log into the Green-Pay Site.

STEP 2: From the main/home screen, follow prompts to ADD an ACCOUNT by selecting “MANAGE” and then “ACCOUNT”.

The screenshot shows the Green-Pay website interface. At the top, the user is logged in as johndoe@gmail.com with 0 unread notifications. The navigation bar includes HOME, MANAGE, BILLING, and INFO. Below the navigation bar, there are two main sections: PERSONAL INFORMATION and USER PREFERENCES. The PERSONAL INFORMATION section displays the user's name (John Doe), address, and email (johndoe@gmail.com). The USER PREFERENCES section shows the bill delivery method (Regular Mail and E-Bill), contact phone number, contact method (E-mail), and best time to contact (12:00 - 5:00 PM). Below these sections is an ACCOUNTS section with a message: "There are no billing accounts associated with johndoe@gmail.com". A yellow highlighted box contains the instruction: "To ADD an ACCOUNT go to MANAGE and then select ACCOUNT." Red arrows point from this instruction to the MANAGE button in the navigation bar and to the ACCOUNTS section.

STEP 3: Select “ADD A NEW UTILITY ACCOUNT”

The screenshot shows the Green-Pay website interface with the MANAGE ACCOUNTS page selected. The navigation bar includes HOME, MANAGE, BILLING, and INFO. Below the navigation bar, there is a MANAGE ACCOUNTS section with a message: "You do not have any Billing Accounts." A green button labeled "ADD A NEW UTILITY ACCOUNT" is visible. Red arrows point from this button to the MANAGE button in the navigation bar and to the MANAGE ACCOUNTS section.

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STEP 4: Using your **most current water bill**, complete the fields below.

Select **Carol Stream** for “Municipality”.

For “Service Address” you must enter it **EXACTLY** as it appears on the bill (all capital letters and spacing shown on the bill).

Do not insert a “\$” in front of “Total Amount Due” (numeric value only).

The screenshot displays the 'MANAGE ACCOUNTS' section of the Green Pay website. The navigation bar at the top includes 'HOME', 'MANAGE', 'BILLING', and 'INFO'. The 'MANAGE' section is active, showing a form with the following fields:

- Municipality*: Carol Stream (dropdown menu)
- Service Address*: 500 N GARY AVE
- Account #: 20876
- Bill Date*: 05/31/2018
- Total Amount Due*: 10.32
- Account Name: C S VILLAGE HALL x

A yellow callout box contains the following instructions:

- Fields marked with * are required.
- Type info exactly as it appears on your **most current bill**.
- If your bill shows a credit type the amount preceded by - (minus sign)
- click the link below for a bill sample.
[SAMPLE BILL](#)

At the bottom of the form is a green 'SAVE' button. The footer of the page reads: 'Company Contact Information Copyright © Third Millennium Associates'.

A sample bill is shown on the following page with the relevant information highlighted in yellow.

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Sample water bill showing fields required to link your Green-Pay account to your water account (highlighted in yellow).

VILLAGE OF CAROL STREAM

BILL DATE: 05/31/2018
NAME: C S VILLAGE HALL
SERVICE ADDRESS: 500 N GARY AVE

BILL NUMBER: 01355051
ACCOUNT NUMBER: 20876
CUSTOMER NUMBER: 111371

METER INFORMATION			
PRESENT READING	TYPE OF READ	PREVIOUS READING	USAGE GALLONS
364 05/11/2018	ACTUAL READ	273 04/06/2018	910

PREVIOUS AMOUNT	\$30.22	
PAYMENT RECEIVED	\$30.22	
PENALTY/ADJUSTMENT	\$0.00	
BALANCE FORWARD	DUE BY 5.00 ON 06/04/2018	\$0.00
CURRENT WATER SERVICE	\$6.73	
CURRENT SEWER SERVICE	\$3.59	
CURRENT AMOUNT DUE IF PAID BY 06/20/2018		\$10.32
CURRENT AMOUNT DUE IF PAID AFTER 06/20/2018		\$11.35
TOTAL AMOUNT DUE		\$10.32

RETURN BOTTOM PORTION WITH YOUR CHECK MADE PAYABLE TO VILLAGE OF CAROL STREAM.
RETAIN THIS PORTION FOR YOUR RECORDS.

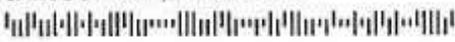
DETACH HERE
PLEASE DO NOT FOLD
RETAINT HERE



Village of Carol Stream
500 N. GARY AVENUE • CAROL STREAM, ILLINOIS 60188-1899
(630) 871-6222 e-"stream" www.carolstream.org

4TH OF JULY FIREWORKS DONATION

1975 1 AV 0.378
C S VILLAGE HALL
% BOB MELLOR AC# 01680000-53220
500 N GARY AVE
CAROL STREAM, IL 60188-1811





BILL NUMBER: 01355051
ACCOUNT NUMBER: 20876
CUSTOMER NUMBER: 111371

PAST DUE BALANCE DUE BY 5.00 PM ON 06/04/2018	\$0.00
CURRENT AMOUNT DUE BY 06/20/2018	\$10.32
TOTAL AMOUNT DUE	\$10.32
AMOUNT PAID	

4 1 0001 0001 00-103-01

00006042019801355051200000010322

PLEASE DO NOT FOLD

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Once you enter and save the correct information from your current water bill, you should see the screen shown on the next page:

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The screenshot shows the top navigation bar with the Green-Pay logo and icons for HOME, MANAGE, BILLING, and INFO. Below the navigation bar is a success message box with the following text:

ADD ACCOUNT SUCCESS

You have successfully added a utility billing account.

NOTE: If this is a rental property of which you are the Landlord, please contact your municipality so your account can be properly setup as a Landlord account.

NOTE: To facilitate the E-Bill delivery please whitelist our email address (noreply@mail.tmainc.org). To whitelist our email address, add it to a list of "approved" or "safe senders" within your email client.

[BACK TO HOME](#)

Company Contact Information
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Congratulations, you have successfully linked your Green-Pay account to your water account!
You may now begin paying your water bill using a credit or debit card each month.

Step 5: Click on the "Back to Home" link and you will see your Green-Pay account screen showing your newly linked account as shown below:

The screenshot shows the user's account information page. The navigation bar is the same as in the previous screenshot. The page is divided into several sections:

- PERSONAL INFORMATION:** First Name: John, Last Name: Doe, Address: [redacted], E-Mail: johndoe@gmail.com
- USER PREFERENCES:** Bill Delivery Method: Regular Mail and E-Bill, Phone #: [redacted], Contact me by: E-mail, Best time to contact me: 12:00 - 5:00 PM. There is a green link [ENROLL IN AUTO PAY](#) at the bottom of this section.
- ACCOUNTS:** A table with columns: ACCOUNT # / NAME, SERVICE ADDRESS, AUTO PAY, MUNICIPALITY.
- BILLS:** A table with columns: ACCOUNT # / NAME, DUE DATE, AMOUNT DUE, VIEW, PAY, FROM. Below the table is a note: "You will need [ADOBE ACROBAT](#) to view utility bills."

A red arrow points from the "ENROLL IN AUTO PAY" link in the User Preferences section to the "AUTO PAY" column in the Accounts table.

ACCOUNT # / NAME	SERVICE ADDRESS	AUTO PAY	MUNICIPALITY
20876/C S VILLAGE HALL	500 N GARY AVE	No	Carol Stream

ACCOUNT # / NAME	DUE DATE	AMOUNT DUE	VIEW	PAY	FROM
20876 / C S VILLAGE HALL	Jun 20, 2018	\$11.35	VIEW BILL	PAY THIS BILL	Carol Stream

Even though you are all set to begin paying your bill on-line each month, you may also be interested in our **AUTO PAY** option. See the Village's website for additional details on the added conveniences offered by setting your account up for **AUTO PAY**.